

DDD Residential Shadow Period FAQs

Q1. What is the rates shadow period for Supported Living and Group Homes?

- A.** The rates shadow for supported living and group homes is a period of time during which DDD will be collecting information about the rates produced by the new DDD Assessment and rate setting method. The information will be analyzed and studied to determine if the algorithm accurately predicts support needs for the broad range of persons who receive DDD residential services. Outcomes of the analysis may result in an adjustment to the assessment scoring functionality to obtain accuracy and consistency.

Q2. Why is DDD conducting a shadow period?

- A.** Testing during the development of the assessment process showed that, in general, rate setting could accurately reflect the levels of residential support a client may need. This testing was done in the fall of 2005 and included about 270 clients receiving residential services. The purpose of the shadow period is to ensure the new DDD Assessment accurately predicts rates for the broad array of persons who receive residential services. The purpose is not to reduce anyone's current rate, nor is it to save money. However, some rates may change when the new process is implemented.

Q3. How long will the shadow period run?

- A.** The shadow period is scheduled to run for 13 months, from June 1, 2007 through June 30, 2008. The rates produced during the shadow period will be "trial" until the study is complete. The rates calculated in the shadow period and adjusted during the analysis will be reflected in the residential contract effective July 01, 2008.

Q4. What is the Case Manager's role during the shadow period?

- A.** The role of Case Managers has not changed. They (a) perform an accurate assessment, (b) write the individual support plan, and (c) provide ongoing case management services.

Q5. What is the Resource Manager's role during the shadow period?

- A.** The role of the Resource Manager is to set the daily residential rate. They will (a) review the base hours that are established by the assessment, (b) complete the Economies of Scale (EOS) to calculate the hours needed to support the client in a given home, (c) complete the transportation assessment, (d) calculate the administrative rate, and (e) determine hours of professional and other services, if needed.

Q6. What is an Economy of Scale (EOS)?

- A.** An economy of scale is an adjustment made to convert predicted individual hours to take into account shared household or cluster hours. Many support tasks can be shared, like meal preparation and protective supervision.

The EOS starts with base hours, and then the Resource Manager calculates adjustments based on supports provided by others, supports refused by the client, individual hours needed for health and safety, and support hours that can be shared.

Q7. How will a provider know what the shadow rate is?

- A.** During the shadow period, the rate calculated using the automated rate calculator in the new assessment tool is for study purposes only. After the Economies of Scale meeting is completed, the information will be shared with the service provider. However, it will have no impact on the existing rate.

At the rate setting meeting, the Resource Manager will give the provider a copy of the Economies of Scale with the base rate for the client. The provider can fill in the information during this meeting. The resource manager and provider will sign off on the draft shadow rate. The resource manager will later mail an official copy of the EOS to the provider.

Q8: How will a case manager and client know the support level?

- A:** Ultimately, the support level will be visible to the Case Manager when the individual support plan is completed.

Initially, the support level won't be physically visible until the Resource Manager opens up the rate calculator. The support level will not be recorded in the plan until the rate calculator is completed. We want to change how it works so that the support level will be visible as soon as the plan is completed by the case manager. This is DDD's highest priority and the division has asked the developers to make this change as soon as possible.

Q9. What do the support levels represent?

- A.** Support levels represent the frequency of support provided and the base number of hours needed to meet the client's community living needs. The support levels help set the stage for the economies of scale discussion with the provider where adjustments are made based on the number of persons living together and the shared staff support. Shared supports are an expectation of the Division of Developmental Disabilities.

Q10. Will rates change in the future?

- A.** Beginning in July 2008, the rate will be based on the level of support needs generated by the assessment and the outcome of the rate-setting meeting, which includes the EOS calculation.

Rates may change over time as support needs change or as there are changes to the EOS. If significant changes occur mid-year, a review of the assessment or rate may be requested. When there is a change in household composition, rates may be adjusted without a new assessment.

Q11. Do you have information about the reliability of the rates?

- A.** Yes. A study conducted in June 2006 showed more than a 90% relationship between current household rates and the rates produced by the new assessment for households. During the shadow period, DDD will study the relationship between support needs and assessed rates more closely in the various support need levels across a broad array of persons who receive residential services.

Q12. What are the support levels?

A. There are seven support levels, each with its own characteristics:

Support Level	Characteristics	Expected Level of Service¹
Weekly or Less (Support Level 1)	Requires supervision, training, or physical assistance in areas that typically occur weekly or less often, such as shopping, paying bills, or medical appointments. Generally independent in support areas that typically occur daily or every couple of days.	Clients at this level receive support on a weekly basis or less frequently. During times when a client needs extra support, staff will be available more frequently.
Multiple Times per Week (Support Level 2)	Can maintain health & safety for a full day or more at a time AND needs supervision, training, or physical assistance with tasks that typically occur every few days, such as light housekeeping, menu planning, or guidance and support with relationships. Generally independent in support areas that must occur daily.	Clients at this level receive support about 2 - 4 times per week. Clients usually cannot go for a whole week without receiving support.
Intermittent Daily-Low (Support Level 3A)	Can maintain health & safety for short periods of time (i.e., hours, but not days) OR needs supervision, training, or physical assistance with activities that typically occur daily, such as bathing, dressing, or taking medications.	Clients at this level receive support daily. At Level 3A, support may be needed for only a few hours or less per day.
Intermittent Daily-Moderate (Support Level 3B)	Requires supervision, training, or physical assistance with multiple tasks that typically occur daily OR requires frequent checks for health and safety or due to disruptions in routines.	Clients at this level receive support daily. At Level 3B, support may be needed for half of the day or more. Checks during nighttime hours may be provided as needed.
Continuous Day + Nighttime Intermittent Check (Support Level 4)	Requires support with a large number of activities that typically occur daily OR able to maintain health & safety for very short periods of time (i.e., less than 2 hours, if at all) AND requires occasional health and safety checks or support during overnight hours.	Clients at this level have support in their home, or very close by, around the clock. Support hours may be shared with neighboring households.
Continuous Day + Continuous Night (Support Level 5)	Only able to maintain health & safety for very short periods of time (i.e., less than 2 hours, if at all) OR requires support with a large number of activities that occur daily or almost everyday AND requires nighttime staff within the household.	Clients at this level have support in their home around the clock.
Community Protection (Support Level 6)	The person is participating in the Community Protection Program.	Clients at this level will receive intensive supervision as per Community Protection Program policy.

¹ The amount of service hours received from a residential provider may vary based on whether some supports are being provided by non-residential staff or natural supports, the client is refusing services, or the intensity of a client's support needs at a particular point in time. Emergency access to residential staff is available to all clients, 24-hours per day, regardless of Residential Service Level.

Q13. Where may I find more information?

- A.** Additional information about the shadow period and the support levels can be found in the Region-Provider Implementation Plans that will be finalized and issued in April.

A Guide to the Residential Service Levels of Support can be seen at
<http://www1.dshs.wa.gov/pdf/Publications/22-1184.pdf>

Information about the DDD Assessment Project can be found at
<http://www1.dshs.wa.gov/ddd/CAP.shtml>